



Office Assistant II
Public Works Department

Posting Date:
June 30, 2016

Starting \$33,342 – 34,662 per year

Closing Date:
July 8, 2016
(revised)

Excellent medical, vision, and dental coverage effective date of hire
Retirement plan includes 401a and Health Savings Plan with employer contribution

The [Water and Sewer Division](#) is dedicated to serving residents of the City of Troy by ensuring that the quality of the drinking water is above all standards and that water needed to fight fires is never compromised. They are also dedicated to ensuring the safe and efficient discharge of wastewater to the Detroit Water and Sewerage Department (DWSD) waste treatment facility. Water & Sewer Division provides safe, clean and abundant drinking water for the residents of Troy and maintains the distribution and collection systems.

DUTIES

- Perform water billing functions including responding to customer inquiries, processing customer changes, entering and analyzing meter readings, and processing water bills.
- Review, calculate and process water tap permit applications.
- Receive communication into the department and present professional, welcoming contact to all visitors, by phone, in-person, and e-mail.
- Resolve customer service issues related to water and sewer service and billing; escalate issues to supervisor as appropriate.
- Analyze and interpret blueprints and maps, assign account numbers as needed.
- Assume leadership responsibilities and oversee the work of clerical personnel in the absence of the Office Coordinator.
- Sort and distribute mail.
- File, maintain, retrieve, and purge departmental records.
- Perform other duties as assigned.

REQUIREMENTS

- High school graduate or GED equivalent, prefer Associate Degree in related field.
- Two (2) years of recent work experience performing utility billing, administrative support and/or clerical duties.
- One (1) year of recent customer service experience, prefer working in a water department billing capacity.
- Applicants with an equivalent combination of education and experience may also be considered.
- Excellent organizational and customer service skills.
- Skill in written and verbal communication.
- Proficient with computer software programs including Microsoft Office.
- As a condition of employment, the successful candidate must pass a pre-employment background and physical.

HOURS

Monday through Friday 8:00am – 4:30pm

EVALUATION PROCESS

Consists of application review and interview.

APPLY

Applications are available at www.troymi.gov/jobopenings and can be sent to apply@troymi.gov or turned into the Human Resources Department located at 500 W. Big Beaver Road, Troy, MI 48084.

Your application is part of the examination; be sure it is complete. Attaching a resume is required, however, all information requested on the application form must be completed (i.e. writing “see resume” is not sufficient).

The MAP bargaining unit represents this position. Therefore, there may be contract language which could require consideration in the selection process.

AN EQUAL OPPORTUNITY EMPLOYER

The City of Troy does not discriminate against persons with disabilities in employment or the provision of services. If you have a disability and may need accommodation in order to participate in this process, please contact the Human Resources Department at least two (2) working days in advance of the date needed. An attempt will be made to make reasonable accommodation.